

Digitalized Public Sector Practices: Opportunities for Open Innovation in Rwanda

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Abstract : The paper explores the impact of the COVID-19 crisis on the internal as well as external digitalized work practices of public service providers as part of a Public-Private Partnership Model. It focuses on the effect of uncertainty on generating Open Innovation practices. Our inquiry relies on semi-structured interviews (n=14) from a case study of Rwanda's Public Service Delivery System in the context of research cooperation with IremboGov, the country's One-Stop-Shop Platform for public services. It presents four propositions on harnessing opportunities for OI in the context of the public sector beyond the pandemic response. Practitioners can find characterizations of OI opportunities and gain insights on fostering OI in Public Sector Organizations.

Keywords : open innovation, digital transformation, public sector, Rwanda

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